

UNITED STATES DEPARTMENT OF THE INTERIOR

# AWARD CERTIFICATION

Rivera Perez

Is Presented a:

## ***Monetary Award or Recognition***

\_\_\_\_\_ **STAR Award** in the gross amount of \$ \_\_\_\_\_

  X   **Quality Step Increase** (sustained exceptional performance pay increase)

\_\_\_\_\_ **Time Off Recognition**—number of hours \_\_\_\_\_

\_\_\_\_\_ **Non-Monetary Recognition** with a cash value of \$ \_\_\_\_\_

\_\_\_\_\_ **Interior Innovation Award** (\$1,000 increase to operating budget)

\_\_\_\_\_ **Continuous Improvement Incentive** (check appropriate award above)

## ***Bureau-Specific Award***

\_\_\_\_\_  
(Title)

## ***Honor Award***

- **Highest Honors:**

\_\_\_\_\_ **Distinguished Service Award**

\_\_\_\_\_ **Conservation Service Award**

- **Mid-Level Honors:**

\_\_\_\_\_ **Meritorious Service Award**

\_\_\_\_\_ **Outstanding Service Award**

\_\_\_\_\_ **Unit Award for Excellence of Service**

- **Initial Honors:**

\_\_\_\_\_ **Superior Service Award**

\_\_\_\_\_ **Citizen's Award for Exceptional Service**

- **Heroic Act Honors:**

\_\_\_\_\_ **Valor Award**

\_\_\_\_\_ **Citizen's Award for Bravery**

\_\_\_\_\_ **Exemplary Act Award**

See attached justification

[As required by Bureau delegations]

Signature, Title, and Date)

(Signature, Title, Date, and Telephone Number including Area Code)

FWS Form 3-2207  
12/01

## **Attachment for QUALITY STEP INCREASE (QSI) JUSTIFICATION - MS. RIVERA PEREZ**

Ms. Perez is the Administrative Technician at the Up-The-River National Wildlife Refuge. She is deserving of a QSI for exceeding the expectation of the critical results on her performance plan as described below:

**Budget & Finance:** Rivera exceeded expectations of this critical result by effectively managing the Station budget which included an additional \$2 Million in Station funding this year due to flood, private lands, and fire funding in addition to grants and cooperative agreements for other projects. That additional funding resulted in 10 additional cost structures to manage. In addition, Rivera developed an easy-to-use tracking system that enabled the staff to access funding information, even if Rivera was not available.

**Procurement:** Rivera exceeded expectations of this critical result by effectively handling a 50 percent increase in procurement activity (both in numbers and dollar amount) due to the additional funding. Her exceeding the expectations of this critical result was demonstrated by not only the volume, but the manner in which she handled multiple people asking her to handle procurement requests at the same time and her developing a tracking system so there was access to the status of each procurement.

**Office Management & Automation:** Rivera exceeded expectations of this critical result by serving as the Station's computer support person at a time when a new network was installed and her setting up new computers and equipment replacement. During this year, there were very few disruptions in computer service to the station and any disruptions were quickly resolved by Rivera. This critical result was also exceeded by the fact that Rivera accomplished this with limited involvement of the Regional Computer Support Group.

**Public Contacts & Communications:** Rivera exceeded expectations of this critical result by serving as the public's point of contact for the National Fishing Day and National Wildlife Refuge Week activities. This year, the public participation and media coverage for these events at least doubled from previous years. This was accomplished by Rivera willingness to take the initiative to increase the distribution of information on these events and fielding numerous inquiries. Rivera's assistance and attention to detail contributed to the success of these events and has a priceless benefit to the Refuge.